

# Fixing Issues With Your SNAP Case



## What Is a Fair Hearing?

If you disagree with a decision on your SNAP application or case, you have the right to ask for a fair hearing. A fair hearing means that an official will review the facts of your case in a fair manner.

You may hear this process described as filing an appeal or requesting a fair hearing. These phrases mean the same thing.



## When Can I Ask for a Fair Hearing?

Consider asking for a fair hearing if:

- The Missouri Department of Social Services (DSS) decides you cannot get SNAP, but you think you qualify.
- DSS gives you SNAP benefits, then lowers or stops them, and you think the reasons are wrong.
- You disagree with the information DSS used to figure out your SNAP benefits.
- DSS takes longer than 30 days to tell you whether you will get SNAP or not.

## Do I Have Other Options?

If you disagree with a decision or don't understand a decision on your SNAP case, you can talk to DSS without asking for a fair hearing. Call DSS at 855-373-4636 or visit your local SNAP office.

## How Do I Ask for a Fair Hearing?

### Verbally

You can ask DSS for a fair hearing in person or over the phone. Call DSS at 855-373-4636.

### In Writing

You can ask for a fair hearing in writing or by filling out the form at <https://rb.gy/nbtp9i>

Mail or fax to:

Family Support Division  
P.O. Box 2700  
Jefferson City, MO 65102  
Fax: 573-526-9400

Or drop off your form at your local SNAP office.



## What Is the Fair Hearing Process?

### Step 1:

#### Ask for a Fair Hearing

Tell DSS the decision on your SNAP case you disagree with. You can tell DSS in person, over the phone, or in writing.

### Step 2:

#### Prepare for the Hearing

You will get a letter with the details of your hearing at least 10 days before the hearing. You can send DSS documents related to your case before your hearing or bring witnesses to help during the hearing.

### Step 3:

#### Go to the Hearing

Your hearing will be over the phone at the SNAP office in your county. They include you or your representative, a Hearing Officer, a DSS witness, and anyone else involved.

### Step 4:

#### Get a Decision

You will get a letter with the Hearing Officer's decision within 30 days of the hearing. If you disagree with the Hearing Officer's decision, you can ask for another hearing.



## What Deadlines Should I Know?

- You have **90 days** after the decision you disagree with to ask for a fair hearing.
- If your benefits decrease and you disagree with the reason why, you have **10 days** to ask for your benefits to stay the same. You may have to pay benefits back if you do not win your appeal.

## What Else Should I Know?

### Representation

You may have someone else speak for you at the hearing. Just send DSS an authorized representative form, available at <https://rb.gy/08rpd2>

Legal services may represent you at your SNAP fair hearing:

- Mid-Missouri Legal Services:  
888-476-4545
- Legal Aid of Western Missouri:  
816-474-6750
- Legal Services of Eastern Missouri:  
800-444-0514
- Legal Services of Southern Missouri:  
800-444-4863

### Length of Hearing

Hearings typically last between 40 and 50 minutes.